

JOB DESCRIPTION

Job Title: Project Coordinator
Department: Operations
Reports To: Project Coordination Manager
FLSA Status: Non-exempt (hourly)
Salary Range: \$55,000 - \$70,000 annually or \$26.44 - \$33.65 per hour

Position Summary:

This individual is the hub of all product procurement with both the Company's manufacturing relationships and its internal ERP system. This individual is also a key point of contact for client interaction in the pre and post order phase of the project. They will provide support to sales personnel from project kick-off, through order entry, procurement, tracking, closeout & punch. Interfacing with different software systems, communication and the ability to multi-task are qualities that are necessary to be successful. The Project Coordinator supports sales by managing a wide range of responsibilities, including client communications, order processing, sales record maintenance, and report preparation. Their role is essential to ensure the sales process runs smoothly and efficiently.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform the following satisfactorily; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I. Project Coordination & Sales Support Specific Responsibilities:

- Assists sales/project personnel in creating new opportunities, pricing, product research and technical order information.
- Client Proposals and RFP Responses
 - Assist sales with project discounting in furniture specification software
 - Help create visual presentations by gathering images and product information
 - Review and confirm information in ERP system is correct
- Proactively manages & develops day-to-day Relationships with Assigned Clients
 - Able to manage basic client issue resolution with minimal support
 - Initiate client conversations for projects as needed per Account Executive. Communications could include the following:
 - Receive customer requests, manage customer expectations and communicate/delegate to internal teams
 - Clearly communicate iSpace deliverables, customer requirements and timeline needs to ensure iSpace is positioned to execute a successful project
 - Obtain customer decisions, feedback, and approvals in support of project timelines
 - Signed proposals and Signed Scope of Work
- Responsible for procurement and order management from start to finish
 - Reviews and proofs order for basic information (ship to, bill to, contract number, etc.), accuracy and completeness
 - Create and import SIF files from SP4s provided by sales and design
 - Places orders with manufacturers and ERP system; sends purchase orders to manufacturers
 - Checks acknowledgments against order; resolves discrepancies with factory; sends acknowledgment to internal team; verifies ship date with customer
 - Populate ERP system with tracking information for each project. Communicate tracking to PM and account manager as needed.
 - Manages handoff of workorder and supporting documents from project inception to completion
 - Main point of contact with the customer throughout the post-sales process when no Project Manager is assigned
 - Main point of contact with the vendor throughout the entire project life cycle
 - Ensures all documentation is collected and filed appropriately prior to order placement
 - Reviews receiving information from field operation and matches to order; resolves discrepancies before approval and sending to payables; enters receiving information into sales order system

- Processes any change orders to projects
- Assemble & prepares work orders
- Handle project close out and punch process
 - Processes returns to vendors or warehouse as needed
 - Completes warranty and punch list claims & orders in a timely manner
 - Ensures accurate project costing of internal and external costs
 - Reviews project costs and margin management with project manager and accounting
 - Works with project manager and account manager to alert accounting of project completion and final invoice submission. Verifies invoice amounts and balance to customer's P.O.
 - Send final customer communication with customer connect survey
 - Utilizes error coding for margin erosion tracking
 - Schedules punch installations with Field Services Manager
- Assist in month-end financial duties related to ongoing projects
- Monthly project audit reports to annuity clients
- Tasks as assigned by project managers and accounting manager as needed

2. **Serve as a Steward of iSpace Core Values and Brand**

- We are **EXPERTS**: We provide well thought out solutions to support our client's business needs.
- We are **RESOURCEFUL**: We will find ways to get it done and make it look easy.
- We **VALUE** all **PARTNERSHIPS**: Our partners are not viewed as transactions, but friends. We support each other and celebrate in each other's successes.
- We believe in **TEAMWORK**: All of us together are better than each of us alone.
- We have **FUN**: Having fun is part of our work experience. We bring our culture to life by enjoying ourselves and each other.
- We Are **OWNERS**: We are 100% employee owned. We think and act like owners, making every decision count for our collective success.

3. **Other duties as needed to meet business needs**

Competencies: To perform the job successfully, an individual should demonstrate the following.

Cooperation – Displays positive outlook and pleasant manner. Establishes and maintains effective relations. Exhibits tact and consideration. Offers assistance and support to coworkers. Works actively to resolve conflicts. Works cooperatively in group situations.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience: A minimum of three years of experience in client or vendor relationship management, Supply



Chain Management, Accounting, Management, or related field.

Computer Skills:

Proficient in Microsoft Office including Word, Excel, and PowerPoint.

Other Skills and Requirements:

- Strong computer software skills
- Strong resource management and organization skills
- Influential with the ability to implement change
- Flexible, adaptable, and open to others' ideas
- Strong critical thinking/problem solving skills
- Desire and ability to hold self and others accountable for operating according to iSpace core values in every interaction: striving to be the best, genuine, an authority, a visionary, tenacious and always be positive
- Strong decision-making skills

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level is usually moderate.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Depth perception and Ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature /

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature /

Date

iSPACE environments is an Equal Opportunity Employer and will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, familial status, membership or activity in a local human rights commission, status with regard to public assistance, or any other basis under law.